

**DEPARTMENT OF
ADMINISTRATIVE SERVICES**

**GENERAL SERVICES ENTERPRISE
FLEET & MAIL**

**FLEET
OPERATIONS MANUAL**

ISSUED 2002

This manual is issued under the authority of Iowa Code section 18.115, 116 and 117 and the Division's administrative rules, which implement the law. The rules may be amended from time to time and will govern in case of any inconsistencies between the administrative rules and this manual.

The policies and procedures contained herein apply to all officers and employees of state offices, departments, bureaus and commissions, except the Iowa Department of Transportation, institutions under the Iowa Board of Regents, and any other agencies exempted by law.

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I. GENERAL FLEET POLICIES AND PROCEDURES

Vehicle Assignment

The Department of Administrative Services, General Services Enterprise - Fleet & Mail issues passenger sedans and wagons to state departments meeting the minimum annual mileage criteria determined each year by the Department of Administrative Services to justify the retention or the addition of a state owned vehicle. The minimum mileage criteria is established for each vehicle classification (compact sedan, midsize wagon, etc.) Passenger vehicles not driven the minimum number of miles may be reassigned or turned in to Fleet and Mail for sale at auction. The Division issues enforcement and utility vehicles after departmental justification is submitted and approved. State of Iowa vehicles are requested and assigned to departmental pools or individual employees using the Vehicle Assignment Form. Whether the assignment is made to a pool or to an individual, the department must indicate the responsible individual and complete all the requested information on this form. The form will be furnished, upon request, by Fleet and Mail and must be completed prior to the issuance of a new vehicle or to indicate any change in a driver's status (including address and telephone number). The Vehicle Assignment Form contains a provision stating that the assigned driver is responsible for complying with Department of Administrative Services rules and regulations. Additionally, this form states that the agency is responsible for the care and proper maintenance of the vehicle(s). All authorized drivers must possess a current and valid driver's license while operating any state-owned vehicle. User departments shall furnish to Fleet and Mail regularly the driver's license numbers for all current drivers of State vehicles. Fleet and Mail will check the driving records of these employees and may suspend or revoke driving privileges for those found to have unacceptable records. All regular drivers must notify the appropriate departmental personnel and Fleet and Mail immediately if their driver's license has been revoked, suspended, or restricted. The Department of Administrative Services, in conjunction with departmental personnel, may terminate state vehicle driving privileges in these instances.

Private Vehicle Rate Policy

To provide the most economical travel at state expense, state of Iowa employees shall utilize state owned vehicles whenever possible for the performance of state business. Section 18.117, Code of Iowa, however, does provide that the State Vehicle Dispatcher may approve the payment to state officers and employees for the use of their privately owned vehicle to conduct state business at a rate not to exceed the

maximum allowable under the federal Internal Revenue Service rules. Pursuant to these statutory provisions, the State Vehicle Dispatcher establishes the following payment rates:

_\$.29 per business mile (effective July 2001) may be authorized to state of Iowa employees when a state vehicle was not available for their use OR the state Vehicle Dispatcher has approved a request for vehicular accommodation by use of personal vehicle for the performance of essential job duties OR the employee files a claim in which the accumulated mileage on their private vehicle PER ROUND TRIP does not exceed fifty miles.

_ \$.22 (effective July 2001) per business mile will be authorized to state of Iowa employees for the use of their private vehicle, as authorized by an agency, when a state vehicle was available for their use.

_ Other rates of payment may be authorized by the Director of the Department of Administrative Services for state business use of privately owned vehicles which have been substantially modified or specially equipped as required for use by persons with disabilities.

Rate Authorization

State of Iowa employees shall be authorized by their agency to use their own vehicle to conduct state business when a state vehicle is not available. When this occurs, agency anagement may authorize payment of the \$.29 per mile rate on the employee travel voucher. Agency approval of the Travel Voucher certifies that a state vehicle was not available in their local area. State of Iowa employees domiciled in Polk County must also attach a State Pool Car Reservation System Certificate of Non-Availability (screen-print) to their travel voucher in order to be eligible for the \$.29 per mile rate of payment. Vehicle requirements necessary for emergency response after Motor Pool business hours or "unmarked" vehicle requirements authorized pursuant to Code of Iowa, section 321.19, shall attach Form No. 71011108, Certificate of Non-Availability of State Motor Vehicle. Employees using their own vehicle when a state vehicle was available, or fail to attach a certificate of non-availability to their travel voucher (if domiciled in Polk County), will be paid at the \$.22 per mile rate.

Incidental Mileage Exempt

The \$.29 per mile rate shall be paid to state of Iowa employees for the use of their private vehicle in conducting official business when the accumulated mileage PER ROUND TRIP does not exceed fifty miles. Employees filing multiple claims with the intent to circumvent this provision may be suspended from receiving mileage payment.

Volunteers and Members of Boards and Commissions

Members of boards or commissions and members of the public volunteering their services to the State of Iowa may receive the \$.29 per mile rate for the use of their private vehicle in the conduct of official business.

Personal Mileage Ceiling

Under authority of section 18.117, Code of Iowa, the Department of Administrative Services annually establishes the maximum number of miles departmental employees may be reimbursed for personal use of their automobiles. This mileage limitation is set at the current threshold where it is more economical to be assigned a state owned vehicle.

Departments are urged to encourage their employees to carpool or to utilize departmental pool vehicles to avoid the mileage reimbursement limit. Obviously, departmental personnel should review their employee mileage reimbursement and underutilized vehicles prior to submitting their annual requests for vehicles.

Employee Request For Reasonable Accommodation

Employees unable to drive standard issue fleet vehicles assigned by either the State Vehicle Dispatcher or available through their agency motor pools, may request a reasonable accommodation for their vehicular requirements for the performance of their essential job functions. Such requests shall be processed utilizing the guidelines established in Chapter 4 of the Iowa Department of Personnel Managers and Supervisors Manual (section 4.66). Agencies are authorized to approve employee requests for vehicular accommodation for up to 10,000 miles driven annually. Upon agency determination that a vehicular accommodation is best provided by the utilization of the employee's personal vehicle for the performance of essential job duties, the employee will receive payment for the business use of their private vehicle at the \$.29 per mile rate. A copy of Form No. CFN-552-0574, a Request

for Vehicle Accommodation, shall be furnished to the State Vehicle Dispatcher for recording purposes.

Employees requesting a reasonable accommodation for their vehicular requirements who drive or are anticipated to drive more than 10,000 miles annually, shall forward their request (Form No. CFN-552-0574) to the Vehicle Accommodation Review Committee. The accommodation Review Committee is established by the State Vehicle Dispatcher and makes the determination of the most appropriate method of accommodation.

Agency supervisors and the Accommodation Review Committee may perform annual review of the methods utilized to provide accommodations.

Authorized and Unauthorized Use of State

Vehicles

All personal use of state of Iowa vehicles is prohibited pursuant to section 18.117 of the Code of Iowa, and is considered a serious misdemeanor offense. Violation of this statute may result in the immediate revocation of state vehicle driving privileges and may result in the withdrawal of the vehicle assignment from your department. State of Iowa vehicles may be driven to an assigned driver's home if the driver's home is his or her official domicile. State vehicles also may be driven home, with Fleet and Mail approval, if the authorized driver lives in the same direction as his or her trip destination. In these instances, department personnel must adhere to Iowa Department of Revenue regulations regarding commuting miles. Basically, state drivers must be shown to have received a taxable benefit of \$1.50, or \$3.00 round trip, per day when state owned vehicles are utilized in this fashion. Under no other circumstances is commuting allowed. One of the most common questions asked this division is who may drive or be a passenger in a state vehicle. The answer is any state employee or other individual authorized to conduct state business. From time to time this may include consultants, contractors, or volunteers providing authorized services to a department of state government. In cases where an authorized non-state employee is required to drive a state vehicle, Fleet and Mail must be notified in writing in advance. Under no circumstances may spouses, children, relatives or any other unauthorized non-state employees drive or be passengers in a state owned or leased vehicle. Minors shall not be allowed to operate state vehicles under any circumstances. **The use of a state vehicle by an employee who is under the influence of alcohol or drugs is strictly forbidden.**

Any such vehicle use will be cause for the revocation of driving privileges or the withdrawal of the vehicle assignment. Installation and/or use of any radar-detection device (fuzz busters) in a state vehicle are prohibited. Use of cellular phones while operating a moving vehicle is discouraged. Hitchhikers are not permitted in any state vehicle, except that drivers may render assistance to disabled motorists in emergency situations.

Traffic Law Violations

Authorized drivers must not only know and obey all traffic laws, but also drive in a respectful and courteous manner while they are representing the state of Iowa. All drivers must notify Fleet and Mail immediately of any citations received while operating state-owned motor vehicles. Drivers issued citations will be required to enroll in the next available Defensive Driving class sponsored jointly by the Department of Administrative Services and Department of Public Safety. Citizen complaints, traffic law violations

and accidents where the state driver shares significant responsibility may result in the suspension of driving privileges.

Vehicle Modifications

All vehicle modifications and charges for miscellaneous equipment and services such as tool boxes, bed liners, trailer hitches, toppers, or undercoating may be made only upon the prior authorization of Fleet and Mail. Such requests for authorization must be made in writing.

Authorized equipment charged to the state credit card must remain with the vehicle when it is turned in for replacement.

Motor Vehicle Reports

In the effort to maintain accurate fleet statistics and to provide meaningful data to the user departments as required by statute, each responsible driver must maintain a monthly log containing individual entries for mileage and all applicable charges to their assigned vehicle. All drivers must report ending odometer, any scheduled service, and date and odometer reading of that service using the Department of Administrative Service's website. The required monthly data must be submitted to the Fleet Section via the website by the 15th of each month.

Fueling

It is mandatory that all drivers of state vehicles fuel their assigned vehicles with self-service gasohol, a mixture of 10% ethanol and 90% gasoline. This requirement has been in effect since 1987, implementing the Governor's directive to use gasohol in all State vehicles. Gasohol has been found to burn cleaner and more efficiently than gasoline.

E-85

State statute and the Federal Clean Air Act of 1990 and the Energy Policy Act of 1992 require increasingly greater numbers of vehicles in large commercial and public sector fleets to operate alternative fuels. To fulfill these requirements, the Department of Administrative Services has purchased vehicles capable of running on blends of up to 85% ethanol and 15% gasoline. These flexible-fueled vehicles have computers that measure the percentage of alcohol to gasoline and adjust the engine accordingly. Departments and drivers assigned E-85 flexible fueled vehicles are required to purchase more than 50% of their annual fuel requirements with high blend ethanol. To achieve this goal, while utilizing and promoting a renewable fuel produced in Iowa, drivers are requested to not completely fill their tank with gasohol (10% ethanol) when a lesser quantity will be adequate to complete their trip to an E-85 Fueling site.

Retail fueling stations selling E-85

Akron

Akron Pronto
100 Hwy 12 N
712-568-3545

Ames

Kum & Go
2801 13th Street
515 233-0359

Council Bluffs

Fill & Food Total
701 32nd St.
712-366-5453

Lake Mills

Corner Shop
102 N. Lake
641-592-0015

Northwood

Northern Coop Services
620 Central Ave.
641-324-2952

Orange City

Midwest Farmers Coop
310 8th St
712-737-4804

Rock Valley

Community Oil Co
1204 Golf Course Rd
712-476-2172

Sergeant Bluff

Phillips 66,
200 1st St, east side of I-29 at exit 141,
Airport exit
712-943-5660

Sioux Center

Coop Gas & Oil
153 N Main St
712-722-2501

West Burlington

Highway 34 Truck Stop
Junction of Highways 34 & 406
319-752-3894

State of Iowa facilities selling E-85

Ames

Iowa Department of Transportation
800 Lincolnway
515-239-1168

Cedar Falls

University of Northern Iowa
31st Street & Hudson
319-273-2620

Des Moines

Department of Administrative Services
301 E 7th Street
515-281-5122

Ft. Dodge

Ft. Dodge Correctional Facility
1550 L. Street
515-574-4700

Ft. Madison – Iowa State Penitentiary

31 Avenue G
319-372-5432

Glenwood - Glenwood State Resource Center

711 Vine Street
712-527-4811

Iowa City – University of Iowa

603 South Madison
319-335-5101

Sioux City – City Maintenance Garage

1821 18th Street
712-279-6885

Obtaining E-85 fuel at one of the state facilities has added benefits for the state. Not only will the fuel and oil be less expensive because it is purchased under state contract, but also it will not be necessary for Fleet and Mail to request refunds for the state and federal fuel taxes. If it is not practical to fuel your assigned vehicle at one of the retail or state facilities selling E-85 fuel, consult your Wright Express driver's guide for a listing of the retail fueling stations that accept the Wright Express card. Drivers are encouraged to fill their vehicle at these stations with fuel containing at least 10% ethanol. Diesel Fuel At Department of Transportation Garages The Department of Transportation provides diesel fuel at the following garage locations. Fuel purchased at these facilities is sold net of federal taxes and is a significant cost savings to your department.

Avoca

On Highway 59, 3/4mi south of Junction with I-80
Contact: Herschel Wilber
712-343-2655

Bedford

On Highway 148, 10 blocks south of east Junction with Highway 2
Contact: Todd Frank
712-523-2383

Boone

1 ½ mile east of the junction of Highways 164 and 30, 1 mile north of the west side of Airport Rd. Contact: Jeffery Vander Zwaag
515- 432-5411

Carroll

1-½ miles west of Highway 70 and 30 junction on Highway 30
Contact: Elmer Venteicher
712-792-2894

Cedar Rapids

¾ mile East of I-380 and Highway 30, ¼ mile South on Kirkwood Blvd
Contact Travis Nitcher
319-364-8189

Cherokee

On Highway 3, 6 miles E of junction of Highway 3 and 59
Contact: Bryan Seward
712-225-2522

Corning

On Highway 148, ½ mile north of north city limits
Contact: John Russell
641-322-4335

Davenport

¾ miles north of junctions of I-80 and Highway 130 on Highway 30
Contact: David Lee
319-391-3920

Decorah

On Highway 52, 2.2 miles south of the junction of Highways 52 and 9
Contact: Steve Johnson
319-382-4565

DeSoto

¾ mile north on Highway 169 from I-80, ¼ mile east, south of the river bridge
Contact: Pete Wonders
515-834-2368

Donnellson

1 block west of Highway 218 on State Street on the north edge of town
Contact: Raymond Tull
319-835-5211

Elkader

On Highway 128, 9 miles east of Highways 13 and 126
Contact: Roger Burns
563-245-2724

Ft. Dodge

North side of Highway 169 on J St. and 1 block south on Central St.
Contact: Edward Bergeson
515-955-8571

Greenfield

½ mile east junction of Highways 92 and 25
Contact: Gene Purdy
641-743-8324

Ida Grove

On Highways 59 and 175 at Washington St. north part of town
Contact: Dixie Harrison
712-364-2027

Independence

¼ mile south, ¼ mile east from junction of Highways 20 and 150 on the north side of the St.
Contact: Brian Miller
319-334-2484

Latimer

3 miles north of Latimer County Rd. in the southeast quadrant of I-35 and Alexander interchange
Contact: Douglass Stoffer
641-579-6466

Leon

¾ mile south junction of Highways 69 and 2 on the west side of Highway 69
Contact: Dennis South
641-446-6214

Martensdale

On Highway 92 on the west edge of town
Contact: Larry Pottridge
641-764-2755

Missouri Valley

On the south side of Highway 30, 1 ½ miles east of town
Contact: William Botos
712-642-2178

Mt Ayr

West edge of town, along Highway 2, turn south on Henderson
Contact: Jim Oshel
641-464-2340

Muscatine

2 blocks west of Highways 22 and 38 on Park Blvd. on the north edge of town
Contacts: Lonnie Ford
319-263-6242

Newhail

South side of the junction of Highways 30 and 287
Contact: John Berry
319-223-5890

Newton

North on Highway 14 from I-80 to service Rd., ½ mile south on service rd.
Contact: Gary Pierce
515-792-7783

Oakdale

1 mile north on Highway 965 from junction I-80, west of town
Contact: Mike Volk
319- 626-2386

Onawa

On Highway 175 near the west edge of town
Contact: Ilo Allen
712-423-2040

Pacific Junction

On Highway 385, ¼ mile east of Pacific Junction
Contact: Ken Heitman
712-622-8140

Perry

West side of Highway 169, ½ mile south of the junction of Highways 141 and 169
Contact: N/A
515-676-2233

Pocahontas

On the west side of Highway 4, on the north edge of town
Contact: N/A
712-335-4590

Sac City

On Highway 20 ¼ mile on the west of town
Contact: Phil Heinlen
712-297-8222

Sidney

6 miles east of the junction of Highways 2 and 275 on the north side of Highway 2
Contact: Charlie Pattee
712-374-2515

Sigourney

On Highway 149, ¼ mile south of town
Contact: Brad Steinhart
641-622-3170

Sioux City I-29

¼ mile north of Hamilton Blvd. I-29 interchange
Contact: Steve Botos
712-252-1836

Sioux City 75th

West of Highway 75, 1 mile northwest of 46 St. interchange – Leeds
Contact: Steve Botos
712-239-2856

Sloan

West of Highway 75, 1 mile northwest of junction with Highway 141, 1/8 mile north on local road, northwest part of town
Contact: Ilo Allen
712-428-3300

Tipton

West interchange I-80 and Highway 38, southeast quadrant
Contact: Ora Marlatt
563-946-2391

Urbana

On Highway 150, ¼ mile south of I-380
Contact: John Berry
319-443-2370

Williamsburg

From I-80 exit 220, 1 mile north on V77, ¼ mile east on 210th St.
Contact: Jack Patterson
319-668-2379

Vehicle Maintenance

It is expected that all drivers of state owned vehicles be familiar with the warranty provisions and adhere to the maintenance requirements for their specific assigned vehicle(s). This information is contained in the Vehicle Warranty Book and the Owner's Manual, which should be kept in the vehicle glove box at all times. In addition to these requirements, Fleet and Mail has implemented the following minimum maintenance schedule for all state owned vehicles classified under 1 1/2 tons:

Oil and filter Change – every 5,000 miles or 6 months
Chassis lubrication – every 5,000 miles or 6 months
The frequencies between oil and filter changes and chassis lubrications are the absolute maximums that will be allowed. Driving under less than normal conditions will be cause for greater frequency.

Complete preventative maintenance inspections must be undergone at odometer increments of 30,000 miles, or every eighteen months, whichever falls sooner. Preventative maintenance inspections may only be done at the Fleet Motor Pool Garage or at an authorized dealer's facility unless the state facility and staff are certified to complete these inspections by Fleet and Mail. Minimum requirements for the preventative maintenance inspection (PMI) are as follows:

1. VISUAL INSPECTION

- a. a Inspect lights.
 - b. Inspect exhaust for leaks.
 - c. Inspect suspension for loose or worn parts.
 - d. Inspect brakes for hydraulic leak or worn components.
 - e. Inspect tires for wear or broken belts.
- (The above components are replaced if needed).

2 TUNE MOTOR

- a. Replace electrical parts as needed. (plugs, wiring, cap, rotor, etc.)
- b. Fuel Delivery System, filters, etc.
- c. Cooling system: inspect belts, hoses, water pump, and inspect radiator for leaks and clogged condition.

3. SERVICE AUTOMATIC TRANSMISSION

- a. Change fluid (as recommended by Manufacturer.)
- b. Change filter (as recommended by Manufacturer.)
- c. Adjust linkage if needed.

4. ALIGNMENT

Check alignment of front and/or rear end and adjust to manufacturer's specifications.

5. COMPLETE LUBRICATIONS

Change of engine oil and filter is done at this time if service records indicate. State drivers are especially encouraged to schedule their assigned vehicles for their PMI at the Fleet Motor Pool Garage before the vehicle warranty expiration. At the present time, most vehicle warranties expire at 36,000 miles. Preventative maintenance inspections scheduled after the vehicle warranty expiration obviously could result in unnecessary cost to your department. Certification of compliance to these maintenance requirements must be reported to Fleet and Mail by way of the monthly reports. Between these required services, State drivers are responsible for checking and maintaining all critical vehicle fluid levels. In the event of a vehicle disablement, review the instructions given under Vehicle Disablement in section III, Motor Pool. Vehicles assigned to your department (not from the state motor pool) should be repaired and returned to their official domicile.

II. VEHICLE REPAIRS, SERVICES, AND EXPENSES**State and Other Governmental Facilities**

If your vehicle requires fuel, routine maintenance, or suffers an emergency breakdown and you are within the state garage service area or within a reasonable distance from one of the facilities listed below, please utilize one of these governmental service facilities as your first choice. Not only are the automotive technicians qualified and capable of providing first class service, but additionally their labor rates are less expensive and an internal payment mechanism exists for the efficient transfer of funds. Fuel purchased from a state department or a political sub-division is also sold net of fuel and state taxes. Normally, all that is required to obtain service is the identification that you are an state of Iowa driver. Always provide your official state license plate number and department name and sign any completed work order.

State Fleet Garage

301 E 7th Street
Des Moines Iowa 50319
(515) 281-3162

University of Iowa Motor Pool

603 South Madison
Iowa City, IA
(319) 335-5088

City of Sioux City

City Maintenance Garage
1821 18th St.
Sioux City, IA 51102
(712) 279-6856

Iowa State University Transportation Services

Haber Dr.
Ames, IA
(515) 294-3414

University of Northern Iowa Motor Pool

31st Street & Hudson Road
Cedar Falls, IA
(319) 273-2620

Department of Transportation Service Facilities

The Iowa Department of Transportation will provide oil changes and some minor repairs, by appointment only, at the facilities listed below. When scheduling vehicle service, always provide the vehicle license number, year, make, model, and engine size to the garage supervisor.

Akron

Junction of Highway 3 and Highway 12
Contact: Robert Conyers
712-568-2071

Algona

On the south side of highway 18 next to the airport, 1 mile west of Highway 169
Contact: Fred Followman
515-295-5218

Ames

Motor Pool - south of main complex (800 Lincolnway),
1 block north at gate west on south 4th St.
Contact: Thor Highland
515-239-1597

Carroll

1-½ miles west of Highway 70 and 30 junction on Highway 30
Contact: Elmer Venteicher
712-792-2894

Creston

2 blocks north of Highway 34 and South Chestnut St.
Contact: Jim Oshel
641-782-4417

Elkader

On Highway 128, 9 miles east of Highways 13 and 126
Contact: Roger Burns
563-245-2724

Ft. Dodge

North side of Highway 169 on J St. and 1 block south on Central St.
Contact: Edward Bergeson
515-955-8571

Garner

On Highway 18, 1 mile east from Highway 69, on the north side of the road
Contact: Roger Church
641- 923-2305

Hanolontown

On Highway 9, 1 mile west of I-35 interchange
Contact: Douglass Lickteig
641-896-3100

Latimer

3 miles north of Latimer County Rd. in the southeast quadrant of I-35 and Alexander interchange
Contact: Douglass Stoffer
641-579-6466

Manchester

Location: On Highway 13, west edge of town – W compound
Contact: Kim Sheehy
Phone: (563) 927-3979

Mason City

On Highway 122, on the first street east of railroad signal south 2 blocks on Virginia Ave and ½ block west on 6th St., Southeast part of town
Contact: N/A
641-423-9441

New Hampton

Approximately ¾ mile east on Highway 24 from junction of Highway 63, south on 3rd Ave.
Contact: Randy Taylor
641-394-2541

Onawa

On Highway 175 near the west edge of town
Contact: Ilo Allen
712-423-2040

Red Oak

On Highway 48, ¼ mile south of junction with Highway 34, west side of town
Contact: John Russell
712-623-2450

Sac City

On Highway 20 ¼ mile on the west of town
Contact: Phil Heinlen
712-297-8222

Sheldon

On Highway 60 1 block south of railroad tracks
Contact: Tom Jungers
712-324-3631

Sidney

6 miles east of the junction of Highways 2 and 275 on the north side of Highway 2
Contact: Charlie Pattee
712-374-2515

Sioux City I-29

¼ mile north of Hamilton Blvd. I-29 interchange
Contact: Steve Botos
712-252-1836

Sioux City 75th

West of Highway 75, 1 mile northwest of 46 St. interchange – Leeds
Contact: Steve Botos
712-239-2856

Sloan

West of Highway 75, 1 mile northwest of junction with Highway 141, ⅛ mile north on local road, northwest part of town
Contact: Ilo Allen
712-428-3300

Tama

From highway 63, 8 blocks east on 5th St. to Jackson St.
Contact: John Wilson
641-484-2402

Tipton

West interchange I-80 and Highway 38, southeast quadrant
Contact Ora Marlatt
563-946-2391

Williamsburg

From I-80 exit 220, 1 mile north on V77, ¼ mile east on 210th St.
Contact: Jack Patterson
319-668-2379

State Credit Card

Each state of Iowa vehicle is issued with a unique state credit card, which should be used for purchases of fuel, oil, repair, equipment and

other services required to maintain the vehicle. There is a \$200 limit for purchases on the state card. The license plate number of the vehicle is in the lower left hand corner of the card. Currently, the state of Iowa has contracted with Wright Express to provide this card. Card assignment: The cards are assigned to vehicles not individuals. Each card should be used only for the vehicle to which it is assigned. The official vehicle license plate number is printed on the face of the cards.

Manual Transactions: If the vendor does not accept the Wright Express card, they can manually bill Fleet and Mail for fuel and minor maintenance services. Please put the **official vehicle number** (*located in the lower left-hand corner of the card*) on all invoices instead of the Wright Express vehicle card number. (The account number 0416 00 XXXXXX X identifies the department not the vehicle.) The vehicle card number 0021-1 is Wright Express' vehicle identifier. The vendor should submit the invoice to Fleet and Mail, 301 E. 7th Street, Des Moines IA 50319-0250.

Credit Card Replacement

If a state card has been lost, or stolen, Wright Express must be contacted for replacement cards. Each department has a credit card administrator and this administrator must make contact with Wright Express for replacement cards. The usual time to receive a credit card from Wright Express is five business days from the date of request. Replacement cards can be sent from Wright Express via overnight service to the requesting agency; however, the requesting agency's account will be charged by Wright Express for the additional costs associated with overnight express.

Additions/Deletions/Replacements of Driver ID:

Wright Express Customer Service can issue or remove a driver's personal identification number (PIN) over the phone instantly; however, it may take up to 48 hours before all Wright Express sites have the new driver information. A pocket guide listing retailers accepting the state credit card is included in the plastic protective pouch containing the credit card. Additional pocket guides may be obtained by contacting Fleet and Mail.

Some GM dealers in the State of Iowa accept the Wright Express credit card for repairs and maintenance.

Before authorizing vehicles for repair or service, drivers should verify that the dealership participates in the Wright Express program. Please note: repairs made on the Wright Express card cannot exceed \$200.00.

Centrally Billed Accounts

Fleet and Mail has entered into contractual agreements with Ford-Lincoln-Mercury and Chrysler nationally for discounted rates on parts

and labor at their dealerships. At the time of writing, similar arrangements are in place with Goodyear and Firestone stores and their participating distributors and dealers providing discounted prices for tires. The national agreements provide two main benefits to Fleet and Mail:

- a) Centralized electronic billing for all Ford, Chrysler, Goodyear, and Firestone Locations
- b) Accurate corporate billing and customer service assistance to resolve local service issues.

Ford –Lincoln-Mercury and Chrysler Dealerships

If your state vehicle is a Ford, Mercury, or Chrysler product and you are outside of one of the government facility service areas, use these dealerships for preventative maintenance inspections; engine, drive train, and electrical problems; warranty repairs; and emergency breakdowns.

See the Fleet Maintenance and Repair Manual for instructions on accessing Ford Quality Care and Chrysler Servicenet.

Goodyear and Firestone Distributors

You are authorized to obtain tires, alignments, oil changes, batteries, and related services from most Goodyear and Firestone distributors if you are outside of one of the government facility service areas. See the Fleet Maintenance and Repair Manual for a listing of these distributors and instructions for invoicing.

Direct Billed Service Providers

Infrequently, State drivers may have cause to obtain service from a business not having a contractual relationship with the Department of Administrative Services. Most General Motors dealerships and automotive parts suppliers fit in this category. In these circumstances, please review the billing instructions found on the upper right face of the state credit card with the vendor. These invoices, after being authorized by the driver and including the official state license number, should be submitted directly to the Fleet and Mail, 301 E. 7th Street, Des Moines, Iowa 50319 for payment. State drivers should especially go out of their way to explain the payment requirements to these non-contractual vendors. Ill feelings can easily be avoided when new or infrequently used providers understand that they must mail their invoices directly to the division for payment instead of relying on the copy given to the driver as being sufficient for payment.

Out of Pocket Reimbursements

Drivers may be reimbursed for out-of-pocket vehicle operational expenses when no other method of payment is available. Drivers must prepare a travel voucher to claim reimbursement for out-of-pocket expenses. All travel vouchers must be billed and entered into the state accounting system by the driver's department. The vouchers must then be sent to Fleet and Mail

for the State Vehicle Dispatcher's approval. Out-of-pocket expenses for out-of-state fuel and re-pair costs are exempt from approval or preapproval

up to a maximum of up to \$300.00 per occurrence. Out-of-pocket expenses for emergency road services such as tire changes, locked vehicle entry, etc. are exempt from preapproval

up to a maximum of \$50.00 per occurrence.

Miscellaneous out-of-pocket purchases of tire repairs, vehicle fluids, car washes; key duplication, etc. are exempt from pre-approval up to maximum of \$20.00 per occurrence. Out-of-Pocket expenses for in-state fuel purchase are not exempt from Fleet and Mail pre-approval. State drivers can almost always avoid paying cash for fuel purchase by asking stations in advance whether or not they will accept the Wright Express fuel card. Use of the Wright Express fuel card drastically reduces fleet operational processing costs.

III. OPERATION AND POLICIES OF FLEET AND MAIL DIVISION, MOTOR POOL

Motor Pool Hours

The Motor Pool office is open for issuing rental vehicles between 7:00 a.m. and 4:45 p.m.

Monday through Friday. These hours are strictly enforced. The Service Station self service hours are 6:00 a.m. to 11:00 p.m. seven days a week. The Garage is open for business from 7:30 a.m. to 4:30 p.m. on regular workdays. The administrative offices are open 8:00 a.m. to 4:30 p.m.

Vehicle Reservations

The driver should reserve the most efficient and practical vehicle for the number of passengers indicated and the type of assignment, depending on availability at the time of the vehicle issue. As a general rule, the following vehicle classifications will be adhered to for the number of passengers:

Compact sedan or wagon: 1 – 2 passengers

Mid-size sedan: 3 or more passengers

Mid-size wagon: 1 or more passengers

Full size sedan: 4 or more passengers

Mini-van: 3 or more passengers

8-passenger van: 5 or more passengers

12-passenger van: 7 or more passengers

15-passenger van: 9 or more passengers

Motor Pool vehicles may not be driven home before an authorized trip is to begin or driven home upon the completion of a trip prior to being returned to the Motor Pool. Vehicles needed before 7:00 a.m. must be signed for the previous day and parked on Kasson Street or in Lot 21 on the Capitol Complex and left overnight. One exception will be made to this rule. If an authorized driver lives in the same direction as his or her destination, he or she may take the vehicle home prior to the trip with the

authorization of Fleet and Mail. Such a request must be in writing to Fleet and Mail and accompany the Motor Pool reservation prior to the assignment of a vehicle.

Vehicle Fueling

Drivers checking out vehicles from the motor pool will be provided with a Wright Express Credit card and assigned a Driver ID (PIN number) by the dispatcher upon vehicle assignment. The keys and credit card must be returned promptly upon the conclusion of each trip. Failure to turn in the card with the keys will result in the assessment of daily late fees until the card is returned. If the card has not been returned by noon of the second business day after the completion of travel, the driver's agency will be assessed a charge for the replacement card. *(Note: when the credit cards are not returned in a timely manner, other agencies lose the use of that vehicle until a new card can be shipped from Wright Express.)*

§ How to Contact Wright Express:

The driver should contact Wright Express directly by fax or phone to report problems with the card at the fueling station. Department Wright Express administrators must contact Wright Express to request replacements for lost or stolen cards.

Below are contact numbers for Wright

Express Customer Service –

Customer Service: 1-800-492-0669

Technical Problems: 1-800-842-0071

Fax: 1-800-395-0809

When the Wright Express credit card is used for any authorized purpose, the driver must insure that the in-voice is signed and referenced with the official State vehicle number, not the Wright Express credit card number. It is the responsibility of the driver or agency, not the vendor, to forward the original or carbon invoice (photocopies are not allowed) to Fleet and Mail for payment.

All vehicle repair invoices must separate and detail

the parts and labor furnished for a particular repair. Vehicle repairs estimated to cost in excess of \$300.00 must be authorized prior to completion by the Auto Shop Supervisor of Fleet and Mail

Return of Vehicles

Drivers returning vehicles between 7:00 a.m. and 4:30 p.m. shall park the vehicles in the Service Station lot and deliver the keys, mileage/repair log and credit card to the Service Station office. If the vehicle is returned before or after these hours, it must be parked on Kasson Street (the diagonal street from Court Avenue to Walnut) and locked. The keys and credit card with a note of the time the vehicle was returned shall be put in the after hours drop slot located at the Service Station.

Reservation Changes

Agencies wishing to cancel or extend a vehicle

reservation must do so prior to travel by logging on to the reservation system or by contacting the Motor Pool Car Dispatcher at 515/281-5123. This requirement is in effect to enable the Motor Pool to correctly schedule all vehicle requests received for a given period. Consequently, a penalty equal to a one-day rental charge will be assessed for reserved vehicles not canceled using the vehicle reservation system. The penalties for vehicles not returned as scheduled are as follows:

| | |
|--|------|
| 5 minutes-30 minutes | \$5 |
| ½ hour-1 hour | \$10 |
| 1 hour-2hours | \$15 |
| 2 hours-8hours | \$20 |
| 8 hours-24 hours | \$25 |
| Each Additional whole or fractional day .. | \$25 |

Fleet and Mail will not be responsible for changes made by telephone.

Inclement Weather

Fleet and Mail may restrict the issuance of motor pool vehicles in the event of adverse weather conditions in order to insure driver safety and to conserve state property. The division shall rely upon the advice of road reports issued by the Department of Public Safety for the route to be traveled to reach the driver's destination. In the event that the highways are reported to be 75% or more snow and ice covered in one or more of the nine geographic areas defined by the Department of Public Safety in their recorded road reports, the Motor Pool may cancel or postpone a vehicle reservation if any part of the route or destination is listed in this condition. Departmental travel is also strongly discouraged. Authorized drivers are encouraged to phone 515/288-1047 to receive the latest road condition report during inclement weather from November 15 to April 15 prior to receiving their vehicle. All drivers of departmentally assigned vehicles, except those driving in emergency response situations, are urged to consult the Department of Public Safety road reports prior to travel during inclement weather. If the Department of Public Safety has issued a no travel advisory, all state vehicle travel should be suspended with the exception of Public Safety vehicles.

Vehicle Disablement

The most common vehicle disablement experienced by drivers is the failure to be able to start a vehicle because of a discharged battery. In these instances, the driver shall attempt to obtain a jump-start from any reputable service facility.

If a driver suffers a mechanical breakdown while operating a state vehicle, he or she must take the following steps:

1. If the vehicle is within 50 miles of Des Moines, contact the current towing contractor and arrange to have the vehicle towed to the Fleet Garage, 301 E. 7th Street, Des Moines, Iowa.

If the vehicle is still covered under warranty, use the free roadside assistance available under the warranty.

2. If outside a 50-mile radius of Des Moines, contact the current towing contractor and have the vehicle towed to the nearest factory authorized service facility.

If the vehicle is still covered under warranty, use the free roadside assistance available under the warranty.

3. Notify Fleet and Mail immediately of the breakdown with the name, address and phone number of the service facility.

4. Contact your agency to arrange alternate transportation to your office or to continue on to your destination.

5. Arrange transportation to the service facility upon completion of repairs and drive the vehicle to the Fleet Motor Pool.

Lost Keys

In the event that the key to the vehicle is lost, drivers may contact the nearest dealership to have replacement keys made at little or no cost. The driver must provide the dealership with the key number for the vehicle. The key number can be found on the bottom section of the vehicle assignment form or may be obtained by calling the state garage at (515) 281-3162.

Reporting Mechanical Problems

It is always the responsibility of the driver to have the vehicle properly repaired and returned to Fleet and Mail. Our vehicles are regularly inspected and serviced, but mechanical breakdowns do sometimes occur. That is why it is especially critical that all drivers report any mechanical problems on the Driver Comment form after completing their trips.

Damage Reporting

In the event of an accident or any comprehensive vehicle damage, drivers must follow the steps contained in the Accident Reporting Procedure stated in section III of this manual. Again, it is the responsibility of the driver to arrange for the vehicle to be repaired and returned to this division if it is not safely drivable. Minor dents, scratches, window cracks, etc. must be indicated on the Department of Administrative Services Vehicle Accident Report.

Motor Pool Insurance Limitations

Fleet and Mail is responsible for the self-funded liability insurance for all state owned or leased automobiles. This coverage is extended to the driver and all authorized passengers of a state owned or leased vehicle. In the past, the motor pool has covered collision and comprehensive damages to its vehicles through the rate structure. With the desire to lower our motor pool rates and to equalize the risk between motor pool and departmentally assigned vehicles, State agencies renting vehicles through the motor pool will be provided comprehensive insurance and collision coverage through the self-funded

program. State agencies renting vehicles through the motor pool will be responsible for all damages up to a deductible amount of \$500.00 as well as any dollar amounts in excess of \$5,500.00. The insurance fund will pay for damage amounts exceeding \$500 up to a total of \$5,500. The Fleet Motor Pool will continue to cover comprehensive losses through its rate structure. Agencies that obtain vehicles through the motor pool from the private vehicle-leasing contractor will be required to purchase the collision damage insurance at the prevailing rate. Liability coverage will be provided pursuant to Chapter 25A of the Iowa Code for vehicles obtained through a private leasing contractor while the vehicle is used for official state business.

Lease Contract

Fleet and Mail, in conjunction with the Department of Administrative Services, General Services Enterprise – Purchasing, has entered into a contract with a local firm to provide leased vehicles to state agencies in the event of the unavailability of state owned vehicles from the motor pool. In our effort to provide a low cost operation of motor pool vehicles, the number of vehicles in our pool is established to handle normal daily usage. During periods of peak usage, agencies will be offered leased vehicles. When a vehicle reservation cannot be honored with a state vehicle, the individual authorizing the reservation will be notified as soon as it is evident to the motor pool staff. If the leasing option is elected, the driver will pick up and return the vehicle at Fleet and Mail motor pool facility as they would a state owned vehicle. Fleet and Mail will bill the agency for leased vehicles, including fuel, insurance and mileage independent of our regular monthly pool car billing. Effective with this notice, agencies utilizing any leased vehicles originating from and returning to Des Moines shall make such reservation in writing or fax the request to 515/281-6370 to obtain the low contract rates.

IV. INSURANCE

The State of Iowa's self-funded automobile insurance program provides claims administration for liability, collision and comprehensive losses. State law requires that proof of insurance be maintained in vehicles at all times. Proof of insurance inserts are located in the plastic credit card pouch for each vehicle. Additional proof of insurance inserts may be obtained by contacting Fleet and Mail.

Liability and Comprehensive/Collision Coverage for State Owned Vehicles

Fleet and Mail will provide claims administration for employees driving state vehicles on official business as follows:

1. Provide protection from liability claims for medical, hospital, property damage, loss of income, etc. This will be administered in accordance with the applicable laws of the state

in which the accident/incident occurred and Chapter 25A of the Iowa Code. Settlement for all losses is the sole responsibility of Fleet and Mail.

2. Provide protection for collision and comprehensive damage to state owned vehicles through a self-funded program.

3. Restitution of losses for any collision and comprehensive damages to state owned vehicles caused by the negligence or fault of another party. Settlement for all losses is the sole responsibility of Fleet and Mail.

Collision and comprehensive coverage is subject to a \$500.00 deductible per occurrence with a maximum amount of \$5,500.00 payable through the fund. Repair costs up to the \$500.00 deductible, as well as those in excess of \$5,500.00, are the responsibility of the department to which the vehicle is assigned, with the exception of Fleet and Mail Motor Pool (see Motor Pool Insurance Instructions). The insurance fund will be responsible for damage claims in excess of \$500.00 up to the maximum amount payable of \$5,500.00. The insurance fund will pay the lower of:

1. Average trade in price per the NADA Book, or
2. The cost of repair or replacement. The cost of repair or replacement is based upon the lower of two competitive bids approved by the Risk Manager of Fleet and Mail. The deductible amount and salvage amounts, when applicable, are then subtracted from this amount to determine the amount payable from the fund. The Fleet and Mail, Risk Manager is solely responsible for obtaining restitution of collision and comprehensive losses caused by the negligence or fault of other persons. The assigned driver and departmental personnel must cooperate to provide all information requested in a timely manner to effect resolution of a claim. Any amounts recovered will be credited to both the department and the insurance fund based on the percentage of damage recovered. The monthly billing received from Fleet and Mail will credit amounts recovered as an accident settlement. The state driver is responsible for submitting to Fleet and Mail two estimates of repair and, when requested, salvage bids. The Risk Manager of Fleet and Mail will authorize repairs to a damaged state vehicle upon receipt of proper documentation. The cost of these repairs will be assessed to the department the vehicle is assigned. Injuries to state employees will be processed in accordance with the Iowa Worker's Compensation law.

Losses Resulting from Theft or Natural Disasters

Damages to state-owned vehicles caused by theft or natural disasters are not covered by the state's self-funded automobile program. In cases resulting in loss from theft or natural occurrences such as hail, tornados, floods, etc., agencies may

apply to the Executive Council for financial relief under the provisions Code of Iowa 29C.20 (1). This relief is intended to reimburse agencies for unanticipated expense resulting from the theft or natural disaster that would otherwise cause an adverse hardship to the agency's operating budget.

Coverage Limitations For Operating a Personally Owned Vehicle on State Business

Any personally owned vehicle used on state business must be covered by a separate personal insurance policy. Coverage for any incident/accident is to be processed by the personal insurance company with the state's self funded program as excess protection only. Repairs to personally owned vehicles are the responsibility of the owner of the vehicle. The State of Iowa will not be responsible for damages to personally owned vehicles. Any potential liability claims involving personally owned vehicles must be reported according to the accident reporting procedures.

Excess protection means the insurer of the owner of the vehicle provides basic protection and the state provides protection when the owner's insurance coverage is exhausted.

Defensive Driving Classes

Since the inception of the self-funded liability program, state drivers have maintained very good driving records and the results have been a lower number of accidents than anticipated. This has enabled Fleet and Mail to institute rate reductions for liability coverage to the departments. One of the reasons for this historically low volume of liability claims has been the participation by state drivers in the Defensive Driving course jointly conducted by the Department of Administrative Services, Iowa Safety Council and the Iowa State Patrol. Employees who are newly assigned to a state vehicle should be scheduled to attend the next available class. It is the recommendation of Fleet and Mail that all frequent drivers of state vehicles take a Defensive Driving refresher course at least once every three years.

Any drivers who have been issued a traffic citation or who have been involved in an automobile accident, which was totally or partially caused by their negligence, must attend the next offered Defensive Driving class.

Accident Reporting Procedure

Any time a state vehicle is involved in an incident, accident or any potential liability claim, the following steps shall be followed:

1. The state vehicle assigned to you will have in the glove box a State Vehicle Damage report.
2. The damage report must be completed and forwarded within 72 hours to: Fleet & Mail, 301 E. 7th, Des Moines, Iowa 50319-0250; a copy should also be forwarded to the department head-quarters to which the driver is assigned.
3. The assigned driver must notify the appropriate law enforcement department who will

determine the extent of their investigation in the accident/incident.

4. In all instances of vandalism the appropriate law enforcement agency must be notified.

5. ADDITIONALLY, if the combined property damage exceeds \$500 or a personal injury is involved, a Department of Transportation Report of Motor Vehicle Accident form must be completed and distributed within 72 hours as follows:

- a. The original to the Department of Transportation;
- b. One copy attached to the damage report submitted to Fleet & Mail;
- c. One copy attached to the damage report submitted to the driver's headquarters.

If you are in an accident or incident that involves serious injury or death, contact the Risk Manager at 515-281-7703 or Fleet and Mail at 515-281-5122. In the event you cannot reach either of these parties, you must call (collect and indicate you are an employee of the State of Iowa) North Central Adjustment, the State's independent claims adjusting service: 515/278-2875 or

1. John Davis, President, 515-224-0461
2. Steve Wolver 515-280-2450

Important

- DO NOT ADMIT LIABILITY.
- DO NOT ATTEMPT TO SETTLE YOUR OWN CLAIM; YOU ARE NOT AUTHORIZED TO DO SO.

- ADDRESS ALL CORRESPONDENCE TO:

State of Iowa
Department of Administrative Services
General Services Enterprise - Fleet and Mail
301 East 7th Street
Des Moines, Iowa 50319-0250
Phone 515-281-7703

Additional questions should be referred to the State Fleet and Mail at 515-281-5122 or Risk Manager at 515-281-7703.

License Plates for Totaled or Salvaged Vehicles

It is the responsibility of the department to remove the license plate from departmentally assigned vehicles that are totaled or sold for salvage. The license plates should be mailed to:
Department of Administrative Services
General Services Enterprise - Fleet and Mail
301 East 7th Street
Des Moines, Iowa 50319-0250